# Township of Assiginack

# Accessibility Policy

## 1. Purpose

We are committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence and are dedicated to meeting the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

## 2. Policy Statements

### Assistive Devices

People can use their own personal assistive devices when accessing our goods, services or facilities. We ensure staff are trained and familiar with various assistive devices we provide that may be used by customers with disabilities while accessing our services, facilities or goods. Training may include videos, real life examples, demonstrations, online or software resources for accessible formatting.

### Communication

We will communicate with people with disabilities in ways that take into account their accessibility needs. Alternative formats and communication supports will be used upon request. Examples include, magnify readers for hard copy documents, speak amplifier, electronic communication board, or use clear and concise language.

### Service Animals

Service animals are welcome in all premises open to the public, unless otherwise excluded by law. Where an animal is excluded by law, other measures will be made available to ensure access to services.

### Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them in all Township facilities open to the public. Entrance fees will be waived for support people. In the case of a support person participating in an activity they will charge a fee to cover their supplies.

### Notice of Temporary Disruption

In the event of a planned or unexpected disruption in accessible services or facilities, the Township will notify the public promptly. Notices will include information about the reason, duration, and alternative options available.

### Feedback Process

Feedback on the accessibility of our services is welcome. Feedback can be provided in person, by phone, mail, or email. Alternate formats are available upon request. Feedback is to be provided on the form provided as per our Customer Feedback Policy. (Attached as Schedule A)

### Notice of Availability of Documents

All accessibility-related documents will be made available to the public and provided in an accessible format upon request.

## 4. Training

The Township of Assiginack is committed to providing training on accessibility to all employees, volunteers, and those who provide goods, services or facilities on behalf of the Township.

Training will cover the following:

• The requirements of the Accessibility for Ontarians with Disabilities Act, 2005 and the Integrated Accessibility Standards Regulation (IASR);
• The Ontario Human Rights Code as it pertains to persons with disabilities;
• How to interact and communicate with people with various types of disabilities, including those who use assistive devices, require the assistance of a service animal or support person.

Training will be appropriate to the duties of the individual receiving it and will be provided as soon as practicable after hiring, and on an ongoing basis as policies and procedures are updated.

## 4. Additional Accessibility Areas

### Self-Service Kiosks

The Township will consider accessibility in the procurement or design of self-service kiosks.

### Procurement

Accessibility criteria will be incorporated into the procurement of goods, services, and facilities, unless it is not practicable to do so.

### Information and Communications

The Township is committed to making our information and communications accessible. We will provide or arrange for accessible formats and communication supports as needed.

### Employment

We are committed to inclusive and accessible employment practices. Accommodation is available upon request during all stages of the recruitment process and throughout employment.

### Design of Public Spaces

The Township will meet accessibility standards when constructing or redeveloping public spaces, including trails, parks, sidewalks, and service counters.

### Transportation

Where applicable, the Township will provide accessible transportation services and ensure that public transportation systems are inclusive.

## 5. Modifications to This Policy

Any policy of the Township that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Customer Feedback
Policy for the Towns